

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

4700

Investigator: John La PortaPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysInquiry No. 2006 - 50367Date: 3/14/2006Complaint Description: 19D Other - ACC Admin. QuestionsFirst:Last:Complaint By: Warren L & Audrey E MangelAccount Name: Warren L & Audrey E Mangel [REDACTED]Home: [REDACTED]Street: [REDACTED]Work: [REDACTED]City: [REDACTED]CBR:State: [REDACTED]Zip: [REDACTED]is:Utility Company: Far West Water & Sewer, Inc.Division: WaterContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

To whom it may concern;

I request the date of hearing #SW-03478-A-05 -0801 be postponed until at least November and be moved to Yuma.

Thank You

Warren L. Mangel  
Audrey E. Mangel  
\*End of Complaint\*Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Sent the customers the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John

RECEIVED  
2006 MAR 14 A 9:04  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION  
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CLOSED  
\*End of Comments\*

Date Completed: 3/14/2006

Inquiry No. 2006 - 50367

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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50366

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By:

Ed

Stanton

Account Name:

Ed Stanton [REDACTED]

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Yuma

CBR:

State:

AZ

Zip: 85367

is:

Utility Company:

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE COMMISSION THE FOLLOWING E-MAIL.

Please postpone the date of the hearing on docket #SW-03478-A-05-0801 until at least November, and move the hearing to Yuma. Our water and sewer rates have already nearly doubled and an additional 38% rate request should not be done when a large number of customers are unable to be present and fully understand the need for such a request.

Thank You for listening.

Ed Stanton

[REDACTED]  
Yuma, AZ 85367

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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CLOSED  
\*End of Comments\*

Date Completed: 3/14/2006

Inquiry No. 2006 - 50366

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File in WE-03478A-05-0801

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED] 9

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50365

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Bill & Pat

Kiter

Account Name: Bill & Pat Kiter [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE COMMISSION THE FOLLOWING E-MAIL.

We request that this docket be postponed until at least November and the hearing to be moved to Yuma. We are winter visitors and feel that this needs to be done.

Thank you.

Bill and Pat Kiter  
13358 E. 53rd Lane  
Yuma, Arizona 85367  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

Customer was sent the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

Thank you, John

CLOSED

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Comments\*

Date Completed: 3/14/2006

Inquiry No. 2006 - 50365

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# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry

No. 2006 - 50361

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By:

Mr. & Mrs. Steve

Schonfeld

Account Name:

Mr. & Mrs. Steve Schonfeld [REDACTED]

Home: [REDACTED]

Street:

N/A

Work: [REDACTED]

City:

N/A

CBR:

State:

N/A

Zip: N/A

is:

Utility Company:

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

Sherrill Sever

Contact Phone: (928) 342-1238

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I believe that the meeting on the rate hikes for Far West Water should be delayed until November so that the snow birds like us will be back. We own property here and believe that it is unfair to hold a hearing when most of us will not be here. Please delay docket #SW-03478-A-05-0801 until Nov.

Thank you Mrs. & Mrs Steve Schonfeld

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Customer was e-mailed the following response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John

CLOSED

\*End of Comments\*

Date Completed: 3/14/2006

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry

No. 2006 - 50362

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By:

Dolores & Andy

Anderson

Account Name:

Dolores & Andy Anderson - [REDACTED]

Home: [REDACTED]

Street:

[REDACTED]

Work: [REDACTED]

City:

Yuma

CBR:

State:

AZ

Zip: 85367

is:

Utility Company:

Far West Water & Sewer, Inc.

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

We request the hearing on this docket be postponed until at least November and the hearing to be moved to Yuma.

We are winter visitors and feel this should be done when we are down for the winter.

Dolores & Andy Anderson

[REDACTED]  
Yuma, Arizona 85367

Thank You

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John



ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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CLOSED

\*End of Comments\*

Date Completed: 3/14/2006

Inquiry No. 2006 - 50362

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FILE IN WS-03478A-05-0801

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50363

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Peter & Carol Arend

Account Name: Peter & Carol Arend [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

Please postpone the hearing on docket #SW-03478-A-05-0801 until at least November since it affects over 50% of the water & sewer customers that are only here in Yuma from Nov. until April. Also the hearing should be moved to Yuma. That way we can speak up to object to this unfair increase.

Thank you, Peter & Carol Arend

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John

CLOSED

\*End of Comments\*

Date Completed: 3/14/2006

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50364

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: Francine

Beltcher

Account Name: Francine Beltcher [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: [REDACTED] Zip: [REDACTED]

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL MESSAGE TO THE COMMISSION.

I am requesting the date of the hearing on docket#SW-03478-A-05-0801 be postponed until at least November, and the hearing be moved to Yuma. Since this concerns people who live in Yuma many more of us could attend this meeting. A 38% increase in swere rates is considerable. Please consider this request.

\*End of Complaint\*

Utilities' Response:

N/A

\*End of Response\*

Investigator's Comments and Disposition:

Sent the customer the following e-mail response.

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED]

Thank you, John

CLOSED

\*End of Comments\*

Date Completed: 3/14/2006

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Inquiry No. 2006 - 50381

Date: 3/14/2006

Complaint Description: 19D Other - ACC Admin. Questions

First:

Last:

Complaint By: LaVar & Myrlene Powell

Account Name: LaVar & Myrlene Powell - [REDACTED]

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company: Far West Water & Sewer, Inc.

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CUSTOMER SENT THE FOLLOWING E-MAIL TO THE COMMISSION.

I am requesting that docket #SW-03478-A-05-0801 be postponed until at least November 2006 and the hearing be moved to Yuma.

This rate hike effects the majority of people that are not here in July or August. Most are winter visitors. Even the year round residents schedule vacations at this time. Far West has seen it's share of financial woes brought on by their mismanagement by the owners. We ;have no choice in services to be used. I feel this rate hike should not be forced on the residents of the Foothills. Far West Water needs to be accountable their actions and/or lack there of.

Sincerely,  
LaVar and Myrlene Powell

[REDACTED]  
Yuma, AZ 85367  
\*End of Complaint\*

Utilities' Response:

N/A  
\*End of Response\*

Investigator's Comments and Disposition:

Customers were sent the following e-mail response.

Dear Mr. and Mrs. Powell:

My name is John La Porta, I am a Public Utilities Consumer Analyst with the Arizona Corporation Commission. I have docketed your request and a copy has been sent to the Administrative Law Judge who will be hearing this matter. At present, the hearing in this matter is scheduled for July 18, 2006. There will be a public comment

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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meeting on April 7, 2006 in Yuma at the Best Western Innsuites Hotel at 6:00 p.m.

If you have any further questions, please call me [REDACTED].

Thank you, John

CLOSED

\*End of Comments\*

Date Completed: 3/14/2006

Inquiry No. 2006 - 50381

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SW-03478A-05-0801

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 50385

Date: 3/14/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      Charles

Davison

Account Name:      Charles Davison

Home: (000) 000-0000

Street:      [REDACTED]

Work:

City:      [REDACTED]

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company:      Far West Water & Sewer, Inc.

Division:      Water

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Docket No. SW-03478A-05-0801

March 8, 2006.  
Arizona Corporation Commission RECEIVED  
Consumer Services Section  
1200 West Washington Street MAR 14 2006  
Phoenix, AZ  
85007 2 CommIS  
Director of Utilities  
From:  
Charles Davison  
[REDACTED]  
[REDACTED]  
[REDACTED]

Re: Docket No. SW-03478A-05-0801

I am writing as an affected landowner and customer of Far West Water and Sewer to provide comment on the application of Far West Water and Sewer Company for an increase in its sewer rates.

I am absolutely opposed to any increase in the rates of Far West. This company services in excess of 8,000 lots that were developed by it's sister company (H&S Developments) and sold primarily to snowbirds (seasonal residents) for the primary purpose of parking recreational vehicles and mobile homes for a few months during the winter. It is evident this was the company's intention as the Legal Description of the properties includes the term "Foothills Mobile Estates".

A brief review of the Far West rate structure reveals that until 2004, contrary to Far West's approved rate structure, the rate charged for sewer services was \$20 per month for the months the sewer was being used. In 2004 Far West obviously decided that they needed more money and conveniently decided to comply with their approved rate structure and started charging \$20 per month for the full calendar year, regardless of the months used. This typically meant that a lot owner using the services seasonally would now pay \$240 per year as

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

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opposed to the previous \$100 for 5 months. It is significant to note that this was an increase in the company's rates by 140%.

H & S Developments focus has now shifted it's primary focus to developing high end lots, restricting building to stick built only to their specifications, limiting construction to contractors they either own or control, restricting time limits for construction and requiring architectural committee approval of all landscaping. This shift in focus appears to have cost the company a significant amount of money in development that does not appear to be being recouped by sales in the manner expected. In addition a recent significant fine has cost the company a great deal of money. If standard safety guidelines had been followed, the accident and resulting fine would not have happened. It is painfully obvious that the rate increase requested is an attempt to offset those costs and does not reflect an increase in the service level provided or costs incurred to provide service to those lots not included in the new developments. Far West is trying to raise it's rates to cover their mismanagement problems. This rate increase should not be allowed in any development H & S has labeled Foothills Mobile Estates for the simple reason, the sewer service is used for a few months by a conservative estimated 75% of the lot owners and current rates more than compensate for that service.

Charles Lávison

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

3/14/06

Opinion entered, docketed and copy mailed to consumer.

\*End of Comments\*

**Date Completed: 3/14/2006**

**Opinion No. 2006 - 50385**

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